

ANNUAL REPORT

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CONVOY OF HOPE®

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On the Cover: A young Tanzanian girl laughs with her schoolmates outside a Convoy of Hope program center.

Photographer: Jess Heugel



A QUESTION I'VE NEVER BEEN ASKED

If you asked me about a time I was surprised, I'd probably share about the time my daughters took me to a St. Louis Blues game for Father's Day. Over some pizza, they gave me six tickets for that evening's game wrapped in a Blues T-shirt. I donned my new garb, and we cheered from the nosebleeds — it was a Father's Day I won't forget.

I've been interviewed a lot through the years, and I tend to anticipate most of the questions I get asked. But one recent interview with our Hope Quarterly Editorial Board really surprised me. It was a question I'd never been asked before: "If you could say one thing to every person Convoy of Hope serves, both in the U.S. and around the world, what would it be?"

I won't spoil the interview (see page 13), but I do want to say the heart that has carried Convoy of Hope through the last 25 years is

the same heart we need for the next 25. We need the same perseverance, passion, faith, and commitment to the mission that have characterized these last two and a half decades. I believe more than ever that the best is yet to come if we will only remain steadfast in our driving passion to feed the world.

I also want to take this opportunity in our Annual Report — our cornerstone publication of the year — to thank you for being a part of this mission. We would not be where we are now, or dreaming about the future, without your partnership.

So, on behalf of myself and the entire Convoy of Hope family, God bless you. 🙏



Hal Donaldson
Hal Donaldson
President | Convoy of Hope



MORE GOING, MORE SERVING, DEEPER PARTNERSHIPS

Field Teams — which give churches, universities, and other groups an opportunity to serve people through Convoy of Hope — has seen rapid growth in recent years.

“I’m grateful for a growing army of compassion that included more than 1,000 team members

serving in a dozen countries, working together with local people to make a difference,” said Matt Wilkie, Senior Director of Field Teams. “We’re thankful for team members, each of whom are filled with compassion, work hard, and take time to serve.”

In 2019, Field Teams served areas within the U.S. and Puerto Rico, as well as communities in Tanzania, Haiti, the Philippines, El Salvador, Honduras, Slovakia, Moldova, Nicaragua, Belgium, France, and Spain.



CONVOY OF HOPE RECOGNIZED BY GOVERNOR AS NONPROFIT OF THE YEAR

In October 2019, Puerto Rico Governor Wanda Vazquez awarded Hal Donaldson and Convoy of Hope with the Governor’s Volunteerism Award for Nonprofit Organization of the Year.

A tweet posted by Héctor Albertorio, an advisor to the Governor of Puerto Rico, said, “Their [Convoy of Hope’s] love and commitment to PR is remarkable. May God continue to bless their works.”

Since catastrophic Hurricane Maria struck the island in 2017, Convoy of Hope has sent hundreds of volunteers to aid those who lost their homes. “We love our local partners, who have a heart to serve their people,” said Becca Meeks, Convoy of Hope’s Field Teams Coordinator. “Without them, we would not have been able to bring hope to so many.”

Convoy of Hope’s work in Puerto Rico is projected to extend for years to come.

25 - YEAR DONORS HONORED

We want to thank those who have been dedicated, long-lasting donors to Convoy of Hope and given faithfully — every year — for the last 25 years. You have helped change the lives of 130 million people and counting. Thank you!

CONVOY OF HOPE ADDS NEARLY 100,000 TO CHILDREN'S FEEDING PROGRAM

The Children's Feeding initiative at Convoy of Hope saw dramatic growth in 2019. Currently, Convoy of Hope serves more than 300,000 children in 18 countries through its strategic feeding initiative.

"Our significant increase in one year is a great example of how Convoy of Hope's intentionality creates an economy of scale and enables us to produce sustainable results that match the generosity of our donors," said Heath Adamson, Convoy of Hope's Chief of Staff. "Our president has always said that once we reached 200,000 in Children's Feeding, 1 million would be within reach."

In 2018, Convoy of Hope announced it was feeding more than 200,000 children in 14 countries.



NFL PARTNERSHIPS BRING HOPE TO COMMUNITIES

Convoy of Hope teamed up with the Pittsburgh Steelers and the Carolina Panthers at two different events during the holiday season.

More than 500 guests attended the Steelers' event, and more than 900 attended the Panthers'.

"It's a privilege for Convoy of Hope to work alongside NFL teams and D-1 schools," said Vice President of Community Events Michael Redmon. "The guests will remember the interaction with the players and how valued it made them feel for some time."

Convoy of Hope partnered with the teams to serve families and low-income communities during the holiday season.

U.S. PROGRAMS BREAK RECORDS

Convoy of Hope's U.S.-based programs saw growth in 2019.

"We were honored to serve each of our guests at our Community Events, disaster responses, or through training rural community leaders to better serve their cities," said Kary Kingsland, Senior Vice President of U.S. Program.

Community Events set records in the number of events it held (104), the number of cities it served (102), the number of guests who attended events (139,802), the number of volunteers (30,276), and the number of partnering churches and organizations (3,047).

Disaster Services broke its response record this year with 24 responses. Several of those disasters, such as the response to Hurricane Dorian, have continued into 2020.

Our Rural Compassion Initiative also partnered and trained 749 churches in 2019.





DISASTER SERVICES

DOMESTIC

11,290,751

POUNDS OF PRODUCT

503,764

INDIVIDUALS SERVED

2,348

VOLUNTEERS

24

NEW RESPONSES



INTERNATIONAL

7,429,405

MEALS DISTRIBUTED*

459,637

INDIVIDUALS SERVED*

23

NEW RESPONSES



*As of February 7, 2020.

INTERNATIONAL PROGRAM

300,245

CHILDREN IN STRATEGIC
FEEDING PROGRAMS

44,986,023

TOTAL MEALS SERVED

37,494

VOLUNTEERS

9,043

WOMEN EMPOWERED

6,607

INDIVIDUALS ENGAGED
IN AGRICULTURE TRAINING

1,513

COMMUNITIES SERVED

18

PROGRAM COUNTRIES



YEAR IN
REVIEW



 **CONVOY OF
HOPE®**

U.S. COMMUNITY EVENTS & RURAL COMPASSION INITIATIVES

343,194

INDIVIDUALS SERVED

30,276

VOLUNTEERS

38,847

PAIRS OF SHOES
DISTRIBUTED

182,198

BAGS OF GROCERIES
DISTRIBUTED

4,821

PARTNER CHURCHES &
ORGANIZATIONS

3,456

BACKPACKS DISTRIBUTED

749

CHURCHES TRAINED





JOIN THE



GO ON A TRIP

Your group can serve on a Field Team to show the world “Hope Works.” Email teams@convoyofhope.org to learn more about how you can make a lasting impact by working with Convoy of Hope in the field. Be sure to check out convoyofhope.org/teams for upcoming opportunities.

Service areas include:

Togo	Nicaragua
The Bahamas	Spain
Wichita, Kansas	Honduras
Iberia, Missouri	Mississippi Delta Region
Keshena, Wisconsin	Appalachia Region
Puerto Rico	<i>And more!</i>

THE CONVOY

VOLUNTEER WITH US

Our Community Events couldn't happen without dedicated volunteers. If you're looking for a way to make a tangible difference in your community, connect with us and serve at a 2020 Community Event near you!

May

Everett, Washington
Baltimore, Maryland

June

Tulsa, Oklahoma
Des Moines, Iowa

July

Evansville, Indiana
Wichita, Kansas

August

Detroit, Michigan
Beckley, West Virginia
Chicago, Illinois
Lafayette, Indiana

September

Kansas City, Missouri
Cleveland, Ohio
Santa Fe, New Mexico

October

Grand Junction, Colorado
Yuma, Arizona

November

Albuquerque, New Mexico

Visit convoy.org/events for more information on these and other upcoming events.

A portrait of a middle-aged man with grey hair, smiling slightly. He is wearing a dark leather jacket over a blue and white checkered button-down shirt. The background is a brick wall with a vertical pipe on the left side.

Interview with

HAL
DONALD

SON

Hope Quarterly's Editorial Board recently sat down with Convoy of Hope President Hal Donaldson to talk about legacy, mission, and what Convoy of Hope needs to do to serve millions more people in the future.

EDITORIAL BOARD (EB): When we say, “We are delivering hope,” what does that actually look like? What does that mean?

When I think of hope, I think of the belief that things can be better than they are. It's the feeling that it's worth living another 10 minutes, another 10 days, because things can get better.

Hope is the essence of life, but it's also a currency God intended to be spent. It's not something to hoard. And the currency of hope can be food. It can be a handshake. A smile. It can be holding someone who's lost a loved one. The more you give away, the more hope you're going to have.

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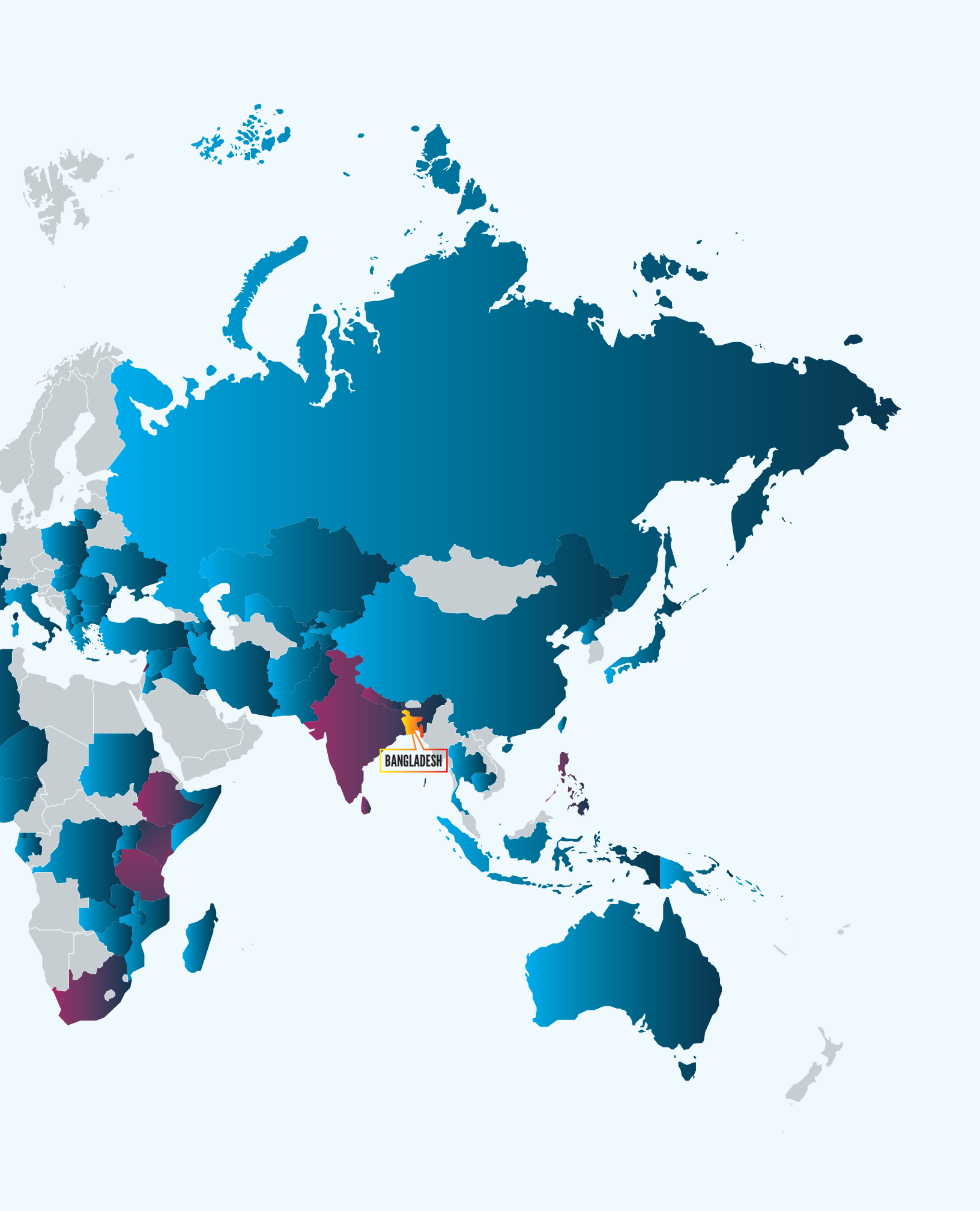
OUR HISTORY IS



YOUR HISTORY

25 YEARS OF KINDNESS







GUATEMALA

Convoy of Hope has a strong history with Guatemala because of our response to natural disasters. With a population of nearly 17 million people,¹ Guatemala has some of the highest rates of malnutrition in the world. Convoy of Hope is addressing this need by establishing Children's Feeding and Women's Empowerment programs throughout the country.



BURKINA FASO

Our launch into Burkina Faso will meet urgent needs in West Africa. Our Children's Feeding, Women's Empowerment, and Agriculture programs will have an immediate impact in rural areas.

¹World Food Programme, Guatemala Country Debrief, November 2019

²Togo USAID Country Brief, June 2019

³<https://www.usaid.gov/sites/default/files/documents/1864/Bangladesh-Nutrition-Profile-Mar2018-508.pdf>



TOGO

Togo is a small country in comparison to some of its West Africa neighbors. With a 53.5% poverty rate and 69% of rural households facing severe food insecurity, the pressing need could not be overlooked.² Convoy of Hope decided to launch our first feeding program there in 2019. We're pleased to expand the capacity of families and communities in Togo in the months ahead.



BANGLADESH

In 2019, Convoy of Hope launched in Bangladesh through an exciting new partnership. Bangladesh is the most densely populated country in the world with nearly 163 million people, and one third of the population is under the age of 15.³ We will be serving the children and families in Bangladesh for years to come.

continued from page 13

EB: You've spoken about the importance of humility at Convoy of Hope. When you envision a humble organization, what does that look like?

It's very easy for a business or an organization to oversell their successes and minimize their weaknesses. In the quest to highlight success and engage more people, it doesn't take much to move from a place of humility to a place of arrogance. So, at Convoy of Hope, we work very hard at being authentic.

Humility is also about being grateful. Being thankful to our partners and to God for what has been entrusted to us and not to take that for granted. Gratitude breeds humility. You realize everything doesn't depend on you. Much of what happens depends on the goodness and the faith of others.

I also believe that everyone in leadership, regardless of what level, has to model humility for the people that work with them. Sometimes,

I think we mistake arrogance and pride for strength. At Convoy of Hope, we recognize that true strength displays a level of humility and meekness.

EB: What scares you the most?

My greatest fear is that we would not be found trustworthy for any reason. I think it's one of the reasons we work so hard at doing things with integrity and transparency. We know the more we're trusted, the more people we're going to be able to help. And, at the end of the day, that's why we're here.

EB: Is there any advice you wish you had received earlier in life?

Yes — the value of persevering. When I was younger, I expected success or growth to happen overnight. I wish I had been told that this was going to be a life-long journey. And it wasn't going to be a series of big decisions. It was going to be countless small decisions, daily decisions, that would ultimately lead to greater effectiveness and efficiency.

EB: What separates Convoy of Hope from other organizations? What makes us different?

I can't tell you what other organizations do. I don't keep score on them. They're not competitors. But we do keep score





of ourselves, and our partners hold us accountable to make sure we are doing what we say we're going to do. That's why we strive to operate with a high level of integrity and transparency. For example, we don't sell donor information. We don't exaggerate our successes. Instead, we speak about our accomplishments in an honest way. And we hand-deliver goods. We don't just "dump and leave" when it comes to providing aid in a community.

EB: Convoy just celebrated its 25th anniversary. What's the biggest hurdle for Convoy in the next 25 years?

As our organization grows and our reach expands, we have to ensure

that the people who are doing the work are driven by compassion. That they are people who are living out the mission on a personal level. I'm not just talking about what a Convoy of Hope representative does on the job — I'm talking about asking, "Is Convoy of Hope a reflection of who they are?" The hearts of the people delivering the aid and administering the care have to be in the right place. It has to be out of a place of compassion for the recipients as opposed to just doing a job. That may become a challenge the larger we get. But the giving is a byproduct of the living. Giving is a result of what's in your heart. What we do at Convoy of Hope can't become just another business or another transaction. It really is giving from the heart.

EB: If you could meet every single person we serve — every mom, every child, every family at a Community Event — and say something to each of them, what would that be?

Two words: "You matter." Regardless of their socioeconomic condition or their status in the world, "You matter." As long as we keep that as our motto, there's no limit to what can be accomplished in the U.S. and around the world. ●

Want to hear more from Hal Donaldson?

Visit convoy.org/hqinterview to watch the rest of his interview.



FEED *the*
WORLD
FUND

FEED *the* **WORLD**
AND THEY'LL KEEP
CHANGING IT



Your gift enables us to help
where most needed.

MAKE A DONATION

HQ0320

GIFT AMOUNT

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☐ \$25

☐ \$50

☐ _____

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CREDIT CARD INFORMATION



Credit Card # _____

Expiration Date ____/____/____ Security Code ____

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Signature _____

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Certain states require written disclosures for nonprofit organizations soliciting contributions. Individual state disclosures are listed here. **Florida:** A copy of the official registration and financial information may be obtained from the division of consumer services by calling toll-free, within the state, 1-800-435-7352 (800-HELP-FLA), or visiting www.FloridaConsumerHelp.com. Registration does not imply endorsement, approval, or recommendation by the state. Florida Registration #CH23220. **Georgia:** A full and fair description of our programs and our financial statement summary is available at <https://www.convoyofhope.org/about/financials> or upon request at 417-823-8998. **Maryland:** For the cost of copies and postage, from the Office of the Secretary of State, State House, Annapolis, MD 21401. **Mississippi:** The official registration and financial information of Convoy of Hope may be obtained from the Mississippi Secretary of State's office by calling 1-888-236-6167. Registration by the Secretary of State does not imply endorsement. **Nevada:** Contributions may be tax deductible pursuant to the provisions of sec. 170(c) of the Internal Revenue Code of 1986, 26 U.S.C. 170(c). **New Jersey:** Information filed with the attorney general concerning this charitable solicitation and the percentage of contributions received by the charity during the last reporting period that were dedicated to the charitable purpose may be obtained from the Attorney General of the State of New Jersey by calling (973) 504-6215 and is available on the internet at www.state.nj.us/lps/ca/charfrm.htm. Registration with the attorney general does not imply endorsement. **New York:** Upon request, from the Attorney General's Charities Bureau, 28 Liberty Street, New York, NY 10005, 1-212-416-8686 or www.charitiesnys.com. **North Carolina:** Financial information about this organization and a copy of its license are available from the State Solicitation Licensing Branch at 1-919-814-5400. The license is not an endorsement by the state. **Pennsylvania:** The official registration and financial information of Convoy of Hope may be obtained from the Pennsylvania Department of State by calling toll-free, within Pennsylvania, 1-800-732-0999. **Virginia:** From the State Office of Consumer Affairs in the Department of Agriculture and Consumer Affairs, P.O. Box 1163, Richmond, VA 23218. **Washington:** From the Secretary of State at 1-800-332-4483 or <http://www.sos.wa.gov/charities/>. **West Virginia:** West Virginia residents may obtain a summary of the registration and financial documents from the Secretary of State, State Capitol, Charleston, WV 25305. **Wisconsin:** A financial statement of the charitable organization disclosing assets, liabilities, fund balances, revenue and expenses for the preceding fiscal year will be provided to any person upon request. Registration with a state agency does not constitute or imply endorsement, approval or recommendation by that state.

Donate online at convoy.org/donate/hq17


Thank you for your
generosity. All gifts
are tax-deductible as
allowed by law.

Please make checks payable to:

CONVOY OF HOPE

P.O. Box 1125
Springfield, MO 65801



A group of children are gathered in a dusty, outdoor environment. In the foreground, a boy in a blue and white soccer jersey is laughing heartily, his mouth wide open. He is wearing blue shorts with a red Nike logo. To his right, a girl in a red dress with white polka dots is partially visible. In the background, another child is being held, and a man in a red shirt and a white cap is seen from the side, looking towards the children. The ground is dry and dusty, with some scattered leaves. The overall atmosphere is one of joy and community.

LEARN ABOUT CONVOY



WOMEN'S EMPOWERMENT

When women are given the opportunity to generate income, it impacts the economic standing of their families and communities. We partner with women to help develop sustainable resources which they can leverage to make more strategic, independent life choices.



AGRICULTURE

Food security transforms communities by lifting people out of dependence on others for their daily sustenance. Through our Agriculture program, we equip vulnerable farmers and their families with the skills, tools, and seeds to produce life-sustaining crops. Local farmers harvest many meals each year for our Children's Feeding program, which simultaneously generates income for them.



RURAL COMPASSION INITIATIVE

Poverty and hunger have gained a devastating edge in America's rural communities. Through this initiative, we resource, empower, and partner with rural churches through training, mentoring, and coaching. We believe their increased presence and partnership with local leaders help strengthen and enrich their communities.



COMMUNITY EVENTS

Communities are the heart of counties, states, and nations. Convoy of Hope is committed to working with local volunteers, businesses, agencies, churches, and organizations who believe in building stronger communities through generosity and kindness. At our Community Events, we partner with such entities to provide free groceries, health and dental screenings, haircuts, family portraits, veterans services, hot meals, career service training, and much more to those who may not have the means to access these resources themselves.



DISASTER SERVICES

Convoy of Hope's Disaster Services team is consistently among the first to respond to disasters at home and around the world. Highly regarded for our scalable response and distribution model, we utilize our eight international warehouses, four domestic warehouses, a specialized disaster response fleet, and a highly-trained team of staff and volunteers to respond to disasters quickly and effectively.



CHILDREN'S FEEDING

A nutritious meal opens doors to providing children and their families with education, job and agriculture training, a sense of hope, and greater opportunities. We believe children are essential members of their communities. As future leaders, they'll have the opportunity to one day bring positive change to their countries by breaking the cycles of poverty and hunger. We use regular meals in schools as a starting point to build and support thriving communities.



INTEGRITY, ACCOUNTABILITY, TRANSPARENCY

As you update your will or complete your estate plan, it's important that your beneficiaries model the same values as you — and that your bequests make the impact you intend them to make.

That's why including Convoy of Hope in your will or estate plan is a solid choice. We're an organization with a proven 25-year track record of accomplishing charitable works in accountable and cost-effective ways. Our financials show we efficiently use the resources invested by friends like you to help people in need, especially during natural disasters and other emergencies.

We partner with FEMA and are members in good

standing with Charity Navigator, GuideStar, Accord Network, National Voluntary Organizations Active in Disaster, and the Evangelical Council for Financial Accountability (ECFA).

By investing through Convoy of Hope, you'll have the joy of knowing your gift helps continue and our mission build upon the legacy of compassion you've already established.

Options for including Convoy of Hope in your will or estate plan are many, varied, and worth exploring. For more information on these and other options, please contact Dan Clopine at dclopine@convoyofhope.org today. ●



You spoke, and we listened.

This photo was given the title "Photo of the Year" by readers who are also signed up to receive text messages from Convoy of Hope.

PARTNERSHIP MAKES THE DIFFERENCE



Without the support of our incredible partners, Convoy of Hope would cease to exist. We're humbled every year by the generosity of those who stand with us, and last year was no exception. We'd like to thank all of our partners for their commitment to alleviating poverty and supplying hope to the world.



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Chief Operations Officer

Kary Kingsland
Senior Vice President of
U.S. Program & Disaster Services

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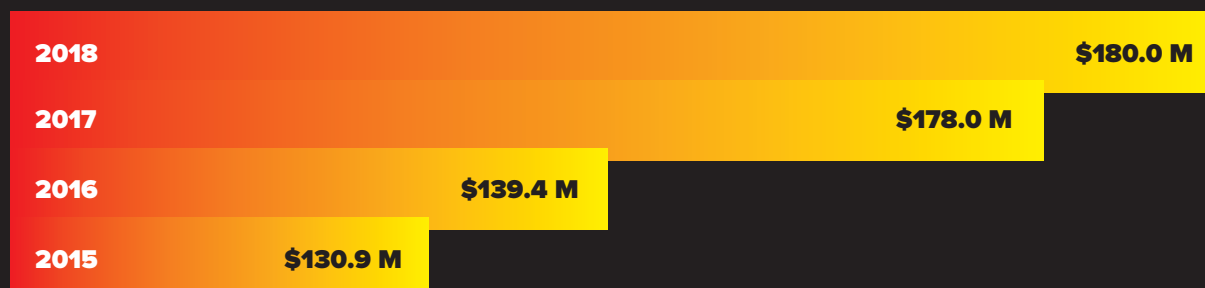
Dr. Thomas Trask

*Members of the Convoy of Hope Foundation Board.

Total Revenue Breakdown

Cash & Gifts-In-Kind

2019 **\$199.3 M**



Revenue Sources (in millions)

	2015	2016	2017	2018	2019*
Gifts-In-Kind	105.5	107.5	117.3	128.8	140.5
Private Cash Contributions	23.1	30.5	57.6	48.3	55.6
Public Contributions	0.5	0.5	0.5	0.1	0.1
Other Income	1.8	0.9	2.6	2.8	3.1
Total Revenue	130.9	139.4	178.0**	180.0	199.3

*2019 unaudited numbers.

**The unaudited totals for 2017 were published in the print version of the 2018 Annual Report. The totals that appear in the digital version and in this report are current. Also, 2017 cash contributions include donations from major disasters.



DELIVERING HOPE FOR 25 YEARS